

**COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH  
EDMUND D. EDELMAN WMHC – SERVICE AREA V  
CHILD & FAMILY PROGRAM**

**TRANSFER OPPORTUNITY**

**THIS IS NOT AN OFFICIAL EXAMINATION BULLETIN  
RESTRICTED TO LOS ANGELES COUNTY EMPLOYEES ONLY**

**INTERMEDIATE TYPIST CLERK**

Edmund D. Edelman Westside Mental Health Clinic – Child & Family Program is seeking a highly motivated, flexible, and welcoming individual to support the front office and reception desk at a Children's Mental Health Clinic located in West Los Angeles. This individual will perform general office duties and provide clerical support to the clinical team. Some examples of the duties and responsibilities are listed below.

**Example of Duties:**

- Sitting at the front desk
- Answering telephones
- Greeting clients and visitors
- Checking in clients for their appointments
- Notifying staff when appointments arrive
- Entering data in IBHIS (AVATAR)
- Scheduling and cancelling appointments
- Making reminder phone calls
- Checking eligibility status
- Photocopying/Scanning/Faxing/Printing
- Issuing receipts, parking validations, bus tokens

**Desirable Qualifications:**

- Bi-lingual (Spanish Speaking)
- Ability to multi task and be flexible
- Strong customer service skills
- Ability to problem-solve and think on your feet
- Excellent interpersonal skills
- Ability to interact effectively with all levels
- Ability to be a part of a multidisciplinary team
- Proficient in computer programs such as Microsoft Word, Excel, Outlook
- Working knowledge of our IBHIS system (AVATAR)
- Ability to communicate effectively with the public
- Working knowledge around financial eligibility

Interested individuals currently holding the payroll title of Intermediate Typist Clerk should submit a résumé and cover letter with relevant experience. In addition, please attach your master time sheet and copies of your last two performance evaluations. All materials should be submitted no later than **June 20, 2014**. Please send all materials to:

**Edmund D. Edelman WMHC – Child & Family Program  
11080 W. Olympic Blvd., 1<sup>st</sup> Floor  
Los Angeles, CA 90064**

**Phone: (310) 966-6610/ Fax: (310) 231-0760**

**Attention: Dr. Patrice Grant, Program Head**

**Email: [pgrant@dmh.lacounty.gov](mailto:pgrant@dmh.lacounty.gov)**